

## Scope of Coverage

- o Name of filer: **Delta Telecom INC**
- o Filer's FCC Registration Number (FRN): **0015307416**
- o Trade name or DBA name under which the described ISP services are offered to consumers: **Delta Telecom Inc**
- o Type of ISP service (e.g., wired, mobile wireless, fixed wireless): **Wired Copper**
- o Brief description of service covered by the disclosure: **We provide internet and VOIP service to local businesses and residential, mostly business.**
- o The effective date of the disclosure: **01/09/19**
- o Whether the submission is a new/first-time disclosure or an amendment to a prior submission: **First-time disclosure**

## Certification of Filing Accuracy

Each submission shall include a completed certification of accuracy, stating the name and signature of a company official (e.g., corporate officer, managing partner, or sole proprietor) who certifies that he/she has examined the information contained in the disclosure and that all information contained in the submission is true and correct.

I verify under penalty of perjury that the foregoing is true and correct.

Executed on 01/9/19  
Date



Millie Baldwin  
President

## Substantive Disclosure Submission

- Network Management Practices

- o *Blocking.* Any practice (other than reasonable network management elsewhere disclosed) that blocks or otherwise prevents end user access to lawful content, applications, service, or non-harmful devices, including a description of what is blocked.

**-Not Applicable**

- o *Throttling.* Any practice (other than reasonable network management elsewhere disclosed) that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device, including a description of what is throttled.

**-Not Applicable**

- o *Affiliated Prioritization.* Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, including identification of the affiliate.

**-Not Applicable**

- o *Paid Prioritization.* Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

**-Not Applicable**

- o *Congestion Management.* Descriptions of congestion management practices, if any. These descriptions should include the types of traffic subject to the practices; the purposes served by the practices; the practices' effects on end users' experience; criteria used in practices, such as indicators of congestion that trigger a practice, including any usage limits triggering the practice, and the typical frequency of congestion; usage limits and the consequences of exceeding them; and references to engineering standards, where appropriate.

**-Not Applicable**

- o *Application-Specific Behavior.* Whether and why the ISP blocks or rate-controls specific protocols or protocol ports, modifies protocol fields in ways not prescribed by the

protocol standard, or otherwise inhibits or favors certain applications or classes of applications.

**-Not Applicable**

- o *Device Attachment Rules.* Any restrictions on the types of devices and any approval procedures for devices to connect to the network.

**-Not Applicable**

- o *Security.* Any practices used to ensure end-user security or security of the network, including types of triggering conditions that cause a mechanism to be invoked (but excluding information that could reasonably be used to circumvent network security).

*The customer is responsible for maintaining security of their own network.* We do provide a modem with a firewall but past ISP D-mark is Customer Responsibility. We do install a variety of security products and recommend them if they appear to be deemed necessary.

*We have commercially appropriate security measures in place to protect our network against unauthorized access.* We do not guarantee that our customers are protected from all security breaches.

- Performance Characteristics

- o *Service Description.* A general description of the service, including the service technology, expected and actual access speed and latency, and the suitability of the service for real-time applications.

*We offer an ADSL Broadband service along with T1 and DMT services for Internet and VOIP*

- o *Impact of Non-Broadband Internet Access Service Data Services.* If applicable, what non-broadband Internet access service data services, if any, are offered to end users, and whether and how any non-broadband Internet access service data services may affect the last-mile capacity available for, and the performance of, broadband Internet access service.

**-Not Applicable**

- Commercial Terms

- o *Price.* For example, monthly prices, usage-based fees, and fees for early termination or additional network services.

Pricing for internet and VOIP services are available for businesses within our service area by calling our main office at 330.757.8255. There are no usage caps on our service and early termination fees are based on the remaining months left on a customer's contract.

- o *Privacy Policies.* A complete and accurate disclosure about the ISP's privacy practices, if any. For example, whether any network management practices entail inspection of network traffic, and whether traffic is stored, provided to third parties, or used by the ISP for non-network management purposes.

We do not store network traffic, provide traffic to any third party, or use network traffic for any non-network management purposes.

- o *Redress Options.* Practices for resolving complaints and questions from consumers, entrepreneurs, and other small businesses.

Customer complaints or questions can be made in person or by phone at  
17 E. McKinley Way  
Poland, OH 44514  
330.757.8255 phone

It is our goal to resolve all questions, complaints, and/or other problems that satisfies all interested parties to the best extent practicable.